

SUPPORTIVE SERVICES ADVISOR

DEFINITION

Under general supervision, is responsible for making preliminary consumer need recommendations and assisting consumers in obtaining a variety of social and personal services or for recruiting and supporting volunteers in specialized programs; performs related duties as required.

EXAMPLES OF WORK (Any one position may not include all of the duties listed, nor do the examples cover all of the duties that may be performed.)

Reviews eligibility requirements of social and health service programs in order to match prospective consumers with needed services;

Facilitates the processing of applications for new consumers and volunteer guardians by assisting with completion of forms, obtaining the necessary documentation, and following up with appropriate action;

Consults with family members, guardians and health care, social service and court officials to obtain additional information about consumers;

Arranges for consumers to receive assistance; makes appointments for consumers at various service or government agencies;

Maintains and revises a detailed directory of social services available in the community, relevant agencies, eligibility requirements for service, and agency locations;

Uses computer programs to prepare and compile reports and records of consumers interviewed and assisted;

Determines whether assistance arranged for consumers was helpful and prepares summaries on the utility of services rendered;

Contacts new social service agencies to determine scope of services offered;

Makes presentations to civic groups about programs and services.

MINIMUM QUALIFICATIONS

Possession of an associate's degree in one of the social or health care sciences or two years of college with a major in one of the social or health care sciences. Substitution: Two (2) years of experience assisting clients in obtaining social or personal services may be substituted for the educational requirement on a year-for-year basis.

KNOWLEDGE, SKILLS AND ABILITIES

General knowledge of social work principles and practices; ability to interview persons and secure pertinent information; ability to establish and maintain effective working relationships with others.

Probationary Period:	365 Days
Examination:	Noncompetitive
Job Family:	Health & Social Services
EEO Job Category:	Paraprofessional
Class established:	03-13-76
Current spec:	08-27-01
Commission action taken:	Review/no change
Last reviewed:	04-24-06

The following is provided for informational purposes only. Compensation is subject to change through the Labor Relations Office of the Human Resources Department.

Compensation Plan:	AFSCME
Salary:	Range 23
FLSA:	Nonexempt (overtime eligible)